

# General Services Administration

## Section 1: Highlights of Agency E-Government Activities

### **A. Enhanced Delivery of Information and Services to the Public - Sec. 202(g)**

*Section 202(g) of the E-Gov Act requires agencies to provide information on how electronic Government is used to improve performance in delivering programs to constituencies. In no more than 250 words, describe one IT agency activity or initiative that enhances the delivery of information and services to the public and others, or makes improvements in government operations. This example should highlight how electronic government improved the effectiveness, efficiency, and quality of services provided by your agency.*

Data.gov is the Federal Government's open data portal. Established in 2009 with just 47 datasets, Data.gov now features over 186,000 datasets. By providing access to federal data in open, machine-readable formats, Data.gov makes it easy for citizens to find government data on important issues such as Climate, Public Safety, Health, Education and many more. Open government data helps citizens improve their daily lives, whether through education data that informs decisions about choosing a college or health data that provides cost comparisons on common medical procedures, or which public transportation options have the best safety records. Data.gov has grown through the Administration's Open Data Policy, which requires federal agencies to maintain comprehensive data inventories of their data holdings. Agencies are required to maintain the inventories in a format that is harvested by the Data.gov catalog on a daily basis. As a result, Data.gov is continually updated with the most current collection of public datasets from the federal agencies. Data.gov is open and transparent. The site is powered by open source code that is shared with the public. In addition, the Data.gov team works in the open, putting new features and bug fixes on an issue tracker that is publicly accessible. The public can post suggestions for new functions and keep track of their ideas as they become new capabilities for the site.

### **B. Public Access to Electronic Information - Sec. 207(f)(1)(B)**

*Section 207(f)(1)(B) of the E-Gov Act requires that agency websites assist public users to navigate agency websites, including the speed of retrieval of search results and the relevance of the results. Provide the updated URL(s) that contains your agency's customer service goals and describes activities that assist public users in providing improved access to agency websites and information, aid in the speed of retrieval and relevance of search results, and uses innovative technologies to improve customer service at lower costs. For example, include the URL to your agency's Customer Service Plan.*

Public Facing Agency URL(s)	Brief Explanation (if necessary)
<a href="http://www.performance.gov/">http://www.performance.gov/</a>	
<a href="http://www.gsa.gov/portal/content/114787">http://www.gsa.gov/portal/content/114787</a>	GSA Customer Service Plan
<a href="http://www.gsa.gov/portal/content/114787">http://www.gsa.gov/portal/content/114787</a>	GSA Customer Service Plan

## Section 2: Compliance with Goals and Provisions of the E-Gov Act

### **A. Performance Integration - Sec. 202(b)**

*The E-Gov Act requires agencies to develop performance metrics that demonstrate how electronic government supports agency objectives, strategic goals, and statutory mandates. In no more than 250 words, describe what performance metrics are used and tracked for IT investments and how these metrics support agency strategic goals and statutory mandates. Please discuss performance metrics that focus on customer service, agency productivity, innovative technology adoption and best practices. If applicable, include a description of your agency's evaluation model and how it is used. Provide applicable URL(s) for performance goals related to IT.*

The U.S. General Services Administration (GSA) develops a spend plan in consultation with the Office of Management and Budget every year. In FY2015, the projects were divided into three major investment areas: Cloud Computing, Performance Dashboards, and Open Government and Transparency. The E-Gov programs and projects within these investment areas are monitored and managed through performance metrics that align with the project goals. One of the primary purposes of the E-Gov Fund, as discussed in the E-Gov Act of 2002, is to reduce costs and create government-wide efficiencies. Key performance metrics for E-Gov projects include agency adoption, technology reliability/availability, and customer experience by agencies across government. Agency adoption is measured by tracking how many new agencies/bureaus have adopted the E-Gov funded project or program. Technology reliability/availability measures the accessibility of the offering. Customer experience measures the total experience of customer and agencies interactions with eGov programs. There are also program specific metrics which vary based on program goals. As stated in the E-Gov Act of 2002, the Fund has been merged with the Federal Citizen Services Fund (FCSF) and will continue to encourage innovative solutions to enhance electronic Government services and processes. GSA will continue to track performance metrics for E-Gov funded programs that ensure alignment with and achievement of program goals. Performance metrics have evolved over the years to better reflect emerging priorities and program goals.

### **B. Accessibility - Sec. 202(c) and (d)**

*The E-Gov Act requires agencies to consider the impact of implementing policies on persons without access to the internet, and ensure accessibility to people with disabilities. Provide the URL(s) for your agency's website which describes actions taken by your agency in accordance with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d).*

Public Facing Agency URL(s)	Brief Explanation (if necessary)
<a href="http://www.gsa.gov/portal/content/105254">http://www.gsa.gov/portal/content/105254</a>	GSA Section 508 and Accessibility

### **C. Government-Public Collaboration - Sec. 202(e)**

*The E-Gov Act requires agencies to sponsor activities that use information technology to engage the public in the development and implementation of policies and programs. In no more than 250 words, describe one example of how your agency utilized technology*

*to initiate government-public collaboration in the development and implementation of policies and programs.*

Data.gov plays a significant role in the implementation of the Administration's Open Data Policy, as described in the Office of Management and Budget memo M-13-13 on Managing Information as an Asset. In addition to directing agencies to make data open and machine readable by default, the policy also calls for incorporating public feedback on open data. To support greater interaction between Data.gov, the federal agencies, and the public, Data.gov launched the Data.gov Help Desk in fiscal year 2015. The Data.gov Help Desk is an open source, API-based tool that makes it easier for the public to request new datasets or to point out errors with existing datasets. The tool makes it easier for Data.gov to route the comments and requests for new data to the appropriate federal agency, and to make the status of the requests publicly trackable. In FY 2016, Data.gov will further integrate the Help Desk with federal agencies to improve the effectiveness and timeliness of interactions with the public on open data issues.

#### **D. Credentialing - Sec. 203**

*The E-Gov Act seeks to achieve interoperable implementation of electronic signatures for appropriately secure electronic transactions with Government. In no more than 250 words, describe current activities your agency is undertaking to achieve the interoperable implementation of electronic credential authentication for transactions within the Federal Government and/or with the public (e.g. agency implementation of HSPD-12 and/or digital signatures).*

At the end of fiscal year 2015, the GSA CIO awarded a procurement to establish an Electronic Signatures standard and solution across applicable GSA applications. This solution will offer differentiated levels of credentialing and authentication in order to achieve interoperability with the identified applications across the Government and the public. Applications that generate standard Word, Excel, and PDF documents can utilize the GSA CIO digital signature solution, enabling users to send documents for signatures between government entities and the public. Additionally, digital signatures can be integrated seamlessly to applications within GSA, automating the signature collection process across business lines, regardless of whether an individual is physically working at GSA or teleworking. A detailed implementation / rollout plan and schedule are being currently developed, as are plans to migrate current activities utilizing existing signature technologies, and to responsibly sunset those accompanying technologies in a responsible manner that is least impactful to the business lines.

#### **E. USA.gov activities - Sec. 204 and Sec. 207(f)**

*In accordance with Section 204 of the E-Gov Act, www.USA.gov serves as an integrated internet-based system for providing the public with access to government information and services. In accordance with Section 207(f)(3), provide the URL(s) your agency's activities on www.USA.gov.*

Public Facing Agency URL(s)	Brief Explanation (if necessary)
<a href="http://www.usa.gov/directory/federal/general-services-administration.shtml">http://www.usa.gov/directory/federal/general-services-administration.shtml</a>	

**F. eRulemaking - Sec. 206**

*The E-Gov Act seeks to assist the public, including the regulated community, in electronically submitting information to agencies under Federal requirements, by reducing the burden of duplicate collection and ensuring the accuracy of submitted information. In no more than 250 words, provide a description of your agency's use of online electronic regulatory submission capabilities, specifically the usage of [www.Regulations.gov](http://www.Regulations.gov) and the Federal Docket Management System (FDMS).*

The eRulemaking Program, consisting of the Federal Docket Management System (FDMS), (publicly accessible at [www.regulations.gov](http://www.regulations.gov)), is a collaborative, inter-agency effort, whose purpose is to establish a common, automated, and integrated repository for managing Federal rulemaking and non-rulemaking actions that follow a structured notice and comment process. The GSA Regulatory Secretariat Division staff consolidates the dockets of its various departments and independent agencies, and centrally manages them through a web-based environment offering services such as one-stop access, search capabilities, public comment submission, email notification, bookmarking, and electronic records management, meeting the DOD 5015.2 standard recognized by the National Archives and Records Administration (NARA). Public comments are posted within three days for the public to view. General Services Administration is a "Partner Agency" and the U.S. Environmental Protection Agency (EPA) is the "Managing Partner".

**G. National Archives Records Administration (NARA) Recordkeeping - Sec. 207(d-e)**

*The E-Gov Act requires agencies to adopt policies and procedures to ensure that chapters 21, 25, 27, 29, and 31 of title 44, United States Code, are applied effectively and comprehensively to Government information on the Internet and to other electronic records. In no more than 250 words, describe your agency's adherence to NARA recordkeeping policies and procedures for electronic information online and other electronic records. Additionally, please indicate the number of electronic records that have been scheduled with NARA and any pending scheduling for electronic systems at your agency.*

No Response Available

**H. Freedom of Information Act (FOIA) - Sec. 207(f)(A)(ii)**

*The E-Gov Act requires agency websites to include direct links to information made available to the public under the Freedom of Information Act. Provide the updated URL for your agency's primary FOIA website.*

Public Facing Agency URL(s)	Brief Explanation (if necessary)
<a href="http://www.gsa.gov/portal/content/105305">http://www.gsa.gov/portal/content/105305</a>	

**I. Information Resources Management (IRM) Strategic Plan - Sec. 207(f)(A)(iv)**

*The E-Gov Act requires agency websites to include the strategic plan of the agency developed under section 306 of title 5, US Code. Provide the updated URL to your agency's IRM Strategic Plan. This plan should encompass activities in FY14. If your agency does not have an updated plan, please provide the URL to the most recent plan and indicate when an updated plan will be available.*

Public Facing Agency URL(s)	Brief Explanation (if necessary)
<a href="http://www.gsa.gov/portal/mediaId/227907/fileName/2015_GSA_IT_IRM_Strategic_Plan_vFinal_FO2.action">http://www.gsa.gov/portal/mediaId/227907/fileName/2015_GSA_IT_IRM_Strategic_Plan_vFinal_FO2.action</a>	

## **J. Research and Development (R&D) - Sec. 207(g)**

*If your agency funds R&D activities, provide the updated URL(s) for publicly accessible information related to those activities, and specify whether or not each website provides the public information about Federally funded R&D activities and/or the results of the Federal research.*

No Data Available

## **K. Privacy Policy and Privacy Impact Assessments - Sec. 208(b)**

*The E-Gov Act requires agencies to conduct a privacy impact assessment; ensure the review of the privacy impact assessment by the Chief Information Officer, or equivalent official, as determined by the head of the agency; and if practicable, after completion of the review under clause, make the privacy impact assessment publicly available through the website of the agency, publication in the Federal Register, or other means. In no more than 250 words, describe your agency's adherence to this provision, including adherence to OMB's guidance pertaining to the use of IT to collect, maintain, or disseminate identifiable information, or when new systems are procured for this purpose. In addition, describe your agency's process for performing and updating privacy impact assessments for IT.*

All GSA systems complete a Privacy Impact Assessment (PIA) per GSA Information Technology (IT) Security Policy (CIO P 2100.1I). Those systems that collect identifiable information on the public or government employees must complete the full PIA. All PIAs are reviewed by the Information System Security Officer (ISSO) and the Privacy Officer. The ISSO, Project Manager, and the Privacy Officer sign off on the PIA once finalized. Systems that collect identifiable information on the public have their PIAs posted on GSA.gov. GSA's PIA policy is "CIO 1878.2B Conducting Privacy Impact Assessments (PIAs) in GSA". All PIAs are reviewed annually and are updated whenever their privacy posture changes.

## **K2. Privacy Policy and Privacy Impact Assessment Links - Sec. 208(b)**

*In addition to the narrative provided above in section K., provide the updated URL(s) for your agency's privacy policy and the website where your agency's privacy impact assessments are available.*

Public Facing Agency URL(s)	Brief Explanation (if necessary)
<a href="http://www.gsa.gov/portal/content/104246">http://www.gsa.gov/portal/content/104246</a>	Privacy Policy
<a href="http://www.gsa.gov/portal/content/102237">http://www.gsa.gov/portal/content/102237</a>	Privacy Impact Assessments

### **M. Agency IT Training Programs - Sec. 209(b)(2)**

*The E-Gov Act calls for agencies to establish and operate information technology training programs. The act states that such programs shall have curricula covering a broad range of information technology disciplines corresponding to the specific information technology and information resource management needs of the agency involved; be developed and applied according to rigorous standards; and be designed to maximize efficiency, through the use of self-paced courses, online courses, on-the-job training, and the use of remote instructors, wherever such features can be applied without reducing the effectiveness of the training or negatively impacting academic standards. In no more than 250 words, describe your agency's IT training program, privacy training program, cross-agency development programs, and competencies reviews for IT workforce.*

IT Training Program: The User Productivity Team provides virtual training on various agency wide applications. Our goals are to consolidate/customize course materials to meet our needs, develop customized IT application training, provide Self Help content on our internal website and update mandatory agency wide IT training within our On-Line University (OLU) system. The team develops and provides technology training to GSA employees both in-person and through virtual means. In FY15, the team conducted 70 instructor-led IT Training events. These events were selected based on user demand, surveys of trainees, and attendance rates for classes offered during the previous weeks. Instructor-led training may not be available when users need it, so the team provides training videos, user guides, presentations, and other instructional materials on an internal website for users to review at their convenience. Privacy Training Program: The GSAIT Security Policy states that all employees and contractors are required to complete training for privacy and security within 30 days of employment and annually thereafter. Competency Reviews: These reviews consist of a test and acceptance of "Rules of Behavior" that must be completed to pass each course. Completion is tracked and currently GSA has a 98% completion rate. In accordance with GSA policy, individuals with significant security responsibilities have additional training requirements which are also available through OLU. Cross Agency Development: GSA's leadership in change management, communication, and training has led to GSA being consulted about training by agencies such as the State Department, Peace Corps, and the Department of Education.